



Common RRPD Call Type Descriptions

Below are descriptions of various call types about which we frequently field questions.

Accident Major/ Accident Minor	Traffic accidents are classified as major accidents when physical injury occurs.
Alarm Business, Alarm Residence	These are burglar alarm calls. Typically, we find the majority of these are cancelled, false alarms or result in <i>No Report</i> dispositions.
Flag Down	Occurs when an officer is flagged down by a citizen, for whatever reason.
In Progress/ Not in Progress	Indicates that the root of the call type (e.g., <i>Burglary in Progress</i>) which is being reported is still under way, versus already having happened.
Medical Assist	The Department frequently is dispatched to respond to these calls, in which the primary public safety activity actually is being performed by the Fire Department. Medical assists are calls in which a citizen requires medical assistance – whether from a heart attack, accident or some other cause.
Public Serv PD	This public service call type is used when there no other category applies. These include civil matters, questions regarding laws, citizens wanting contact from an officer where a police report is not taken, private-property impounds. The common ground is that the citizen has questions for an Officer and there is no criminal title or other nature code that applies.
Police Ordinance Violation	This type of call is used to cover any violation or possible violation of city ordinances, such as abandoned vehicles, noise complaints, and construction outside the hours allowed by city ordinance.
Follow up Investigation	This type of call is used to when an officer continues an investigation for a case that has already been assigned a case report or incident number. It applies to all types of calls – not just criminal investigations.
Suspicious Incident	This call type is used whenever a citizen reports a suspicious vehicle, person or other incident in the area. Officers may self-report this call type when they come across a suspicious incident during the course of their patrols.

If you have questions about other call types, please contact the Planning and Research Unit at (512) 218-5524 or rwhite@round-rock.tx.us.